

# Internal Works Programme Questionnaire Results 2006/2007 Sheltered Accommodation

Questionnaires were given to tenants who have had internal works completed within their homes in the Bamber Bridge and Walmer Bridges areas. Works completed were either new kitchens and/or electrical upgrades where applicable. A total of 76 questionnaires were sent out and 66 returned giving a response rate of 86.8%.



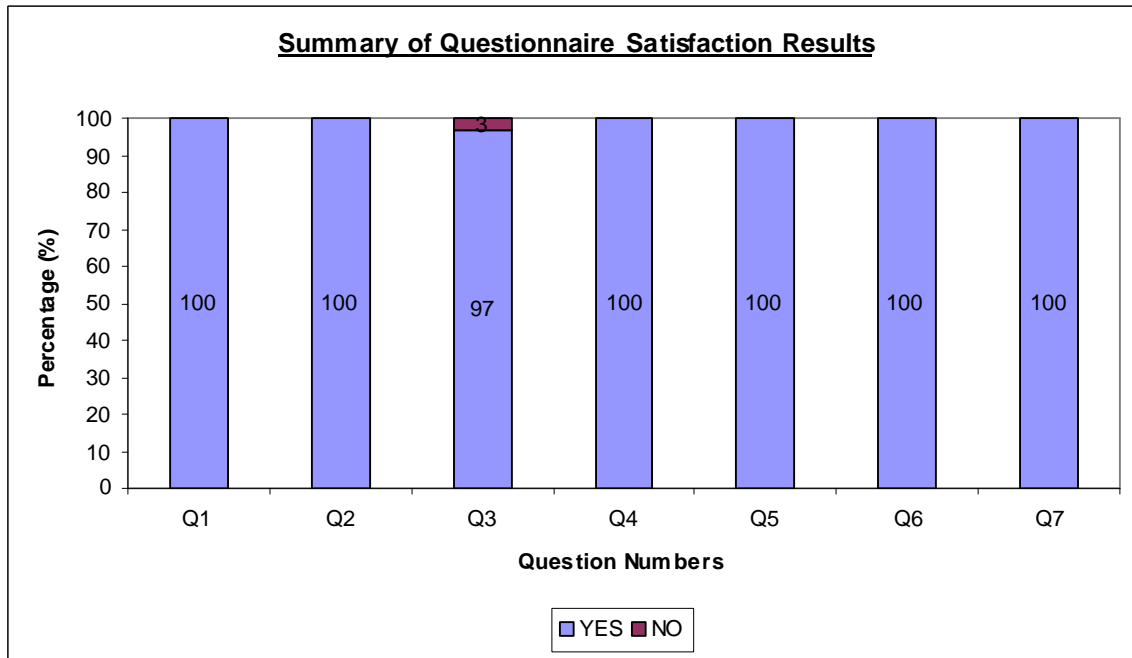
**NEW PROGRESS**  
HOUSING ASSOCIATION LIMITED

The questionnaires were analysed and the figures shown in the results table exclude non-respondents and show only those who did reply. It should be noted that all questionnaires have been seen by contract supervisors at the time of collection and any comments that have required further action have been dealt with.

### **Summary of Overall Results**

<b>Questions Asked</b>	<b>Yes</b>	<b>No</b>	<b>NA</b>
<b>Q1.</b> Were you notified of the works before the job took place?	<b>100% (65)</b>	-	-
<b>Q2.</b> Were you informed of the timescale for the work?	<b>100% (66)</b>	-	-
<b>Q3.</b> Did we meet that timescale?	<b>97% (64)</b>	<b>3% (2)</b>	-
<b>Q4.</b> Was the quality of work to your satisfaction?	<b>100% (65)</b>	-	-
<b>Q5.</b> Were the tradesmen who carried out the work polite and helpful?	<b>100% (65)</b>	-	-
<b>Q6.</b> Did the tradesmen who carried out the work clear up satisfactorily?	<b>100% (66)</b>	-	-
<b>Q7.</b> Are you satisfied with the overall work done?	<b>100% (66)</b>	-	-

The Chart highlights the level of satisfaction in the seven questions asked of each respondent.



All comments have been coded into the following categories to be more easily read.

Positive Comments	Numbers
Excellent, Satisfied, Very good job, Pleased with kitchen	40

Negative Comments	Numbers
99% took care of what they did but they were let down and their job made harder by the 1% which also caused me a lot of upset	1
Choice of light in kitchen not as led to believe	1